

MHSIP Adult/Older Adult Consumer Satisfaction Survey*

Feedback from Adult and Older Adult Clients

County of San Diego Health & Human Services Agency

The San Diego County Adult/Older Adult System of Care offers a wide variety of treatment, rehabilitation, and recovery services to help people who are experiencing persistent and severe mental illness or an additional health crisis. All services provided are oriented to meet the unique linguistic and cultural needs of the persons served.

The purpose of this survey is to gather anonymous feedback from clients receiving county mental health services in effort to make improvements in the Adult and Older Adult Mental Health System of Care.

Thank you for participating and for your valuable feedback!

Please note that these are system summary results and may or may not apply to your program.

What is the MHSIP?

The MHSIP is the survey used to rate client satisfaction with services and perception of outcomes using a 5-point scale (strongly disagree to strongly agree).

The MHSIP has 7 domains:

1. General Satisfaction
2. Perception of Access
3. Perception of Quality and Appropriateness
4. Perception of Participation in Treatment Planning
5. Perception of Outcome Services
6. Perception of Functioning
7. Perception of Social Connectedness

The survey took place the week of May 11-15 in Spring 2015.

May 2015 Survey Response

2,683 surveys were submitted from 96 programs. 2,193 of these were returned complete. The remainder of the surveys did not have enough information to score them.

What do we do with your feedback?

The program monitors at the Behavioral Health Services Administration review feedback and data, and engage in follow-up with the programs.

The survey is administered twice a year, and the program monitors use the data to identify trends.

Your anonymous comments and feedback are converted to uniform text format and are returned to the programs in effort to make improvements in the system. The comments do not have any identifiers.

Key Findings

- ✓ 91% of clients liked the services they received at their program or clinic.
- ✓ 88% of clients felt comfortable asking questions about their treatment and medication.
- ✓ 86% of clients agreed or strongly agreed that staff helped them to obtain the information needed so that they could take charge of managing their own illness.
- ✓ The majority of clients (59%) reported that the primary reason for becoming involved with their program was because someone else recommended that they do so.
- ✓ Satisfaction varies by client and program.

Areas of Needed Support

Reviewing client responses to MHSIP questions, more direct support from AOABHS would be helpful in the following areas:

- ✓ Reducing symptom severity and frequency.
- ✓ Community belongingness.
- ✓ Improving housing situations.



Where does the survey go once the envelope is sealed?

The research team at UCSD's Health Services Research Center is contracted to collect, review and report on the MHSIP.

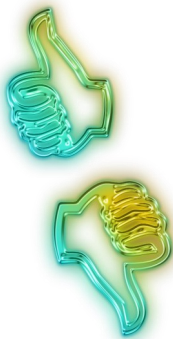
Comments:

Positive:

- "I love the way they attend me—I'm more satisfied and I'm more interested in bettering myself."
- "I am so thankful that programs like this are available. I would not be alive without these services."
- "I am forever grateful for this service. I feel safe here."

Negative:

- "I do not like the switching of doctors every year."
- "Too much time in between visits and hard to see a therapist on a regular basis."
- "My main problem with this program is the long wait times in the waiting room to be seen and timely administration of meds."



*The MHSIP Consumer Satisfaction Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.